



U.S. OFFICE OF PERSONNEL MANAGEMENT

Submission for Review: OPM.GOV Feedback Tab Survey

AGENCY: U.S. Office of Personnel Management.

ACTION: 60-Day Notice and request for comments.

SUMMARY: The Office of Personnel Management (OPM) offers the general public and other Federal agencies the opportunity to comment on a new information collection request (ICR) 3206-NEW, the OPM.GOV Feedback tab survey. As required by the Paperwork Reduction Act of 1995, (Pub. L. 104-13, 44 U.S.C. chapter 35) as amended by the Clinger-Cohen Act (Pub. L. 104-106), OPM is soliciting comments for this collection.

DATES: Comments are encouraged and will be accepted until [INSERT DATE 60 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER]. This process is conducted in accordance with 5 CFR 1320.1.

ADDRESSES: Interested persons are invited to submit written comments on the proposed information collection to the U.S. Office of Personnel Management, 1900 E Street NW, Room 3316, Washington, DC 20415, Attention: Strategic Goal 2 Team or sent via email to customerexperience@opm.gov.

FOR FURTHER INFORMATION CONTACT: A copy of this ICR, with applicable supporting documentation, may be obtained by contacting the U.S. Office of Personnel Management, 1900 E Street NW, Room 3316, Washington, DC 20415, Attention: Strategic Goal 2 Team or sent via email to customerexperience@opm.gov.

SUPPLEMENTARY INFORMATION: The Office of Management and Budget is particularly interested in comments that:

1. Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;
2. Evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used;
3. Enhance the quality, utility, and clarity of the information to be collected; and
4. Minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submissions of responses.

Overview: This survey that will be accessed through a feedback tab that will appear on each subpage of the opm.gov website. OPM has enhanced its focus on customer service by making it a goal in the FY 2014-2018 Strategic Plan (Goal 2). OPM is also part of the Customer Service Cross-Agency Priority Goal Community of Practice. This survey will provide the agency with relevant information, particularly in support of performance measures for Strategic Goal 2.

ANALYSIS:

Agency: Office of Personnel Management

Title: OPM.GOV Feedback Tab Survey

OMB Number: OMB Control No. 3260-NEW

Frequency: Continuous access to the survey link

Affected Public: Individuals who visit OPM.GOV

Number of Respondents: Unknown at this time, as survey will be administered via

“open participation.” No firm sample size exists; however, target completion is between 30,000 and 60,000 unique responses over the span of a year.

Estimated Time Per Respondent: 7-10 minutes

Total Burden Hours: Dependent on final participation numbers.

U.S. Office of Personnel Management.

Beth F. Cobert,
Acting Director.

Billing Code: 6325-38

[FR Doc. 2016-15034 Filed: 6/24/2016 8:45 am; Publication Date: 6/27/2016]